



## Manufacturing

From deep within mines and oceans to satellites in outer space, RCD's electronic components have been helping companies transfer vital information for the past 42 years. And it's a rich history. The resistor manufacturer has evolved with technology, with parts in the first Apple computers, the first portable automated external defibrillators and now a sophisticated communications satellite.

Being a manufacturer of resistors, coils, capacitors and delay lines—all parts that can and are made cheaper overseas—RCD defines itself through its precision, quality and quick delivery. Through its SWIFT (Ship WithIn Fifty-Two hours) program, it guarantees production of almost any resistor in two days, and its attention to quality has reportedly made it the only U.S. resistor manufacturer out of the eight major players to have a flawless track record, according to the Government Industry Data Exchange Program. It has used this reputation to create private label products for other businesses. As a result, the Manchester-based, bootstrapped family business has always turned a profit annually.

"For us, from day one, you have to have a high quality product," says Louis Arcidy, president, CEO, and, printed on his business card, customer satisfaction manager. High quality in large part means innovation. For instance, it engineered a new resistor that is unaffected by moisture and is made using less chemicals. That resistor is now used in millions of devices including smart meters to track electricity use, defibrillators and navigation devices.

Arcidy and his brother, Vice President Michael Arcidy, says that success is rooted in treating everyone like family, the way their parents—the company's founders—would want.

The Arcidy family, and the company, have donated tens of thousands of dollars to charity, while employees regularly volunteer and raise funds. RCD also donated more than 300,000 individual parts to U.S. FIRST for students to use in the annual robotics tournament.

The company, which has 260 employees around the globe, works closely with the On the Job Training Program through Southern NH Services, hiring and training more than 20 individuals who had been unemployed long term or had other barriers to employment such as language or age. Most have remained with the company.

"It's all about giving people chances," says Louis Arcidy. Mark Robillard of Southern NH Services says RCD stands out in its support for the program. "When employers were in the midst of laying off employees, RCD offered lasting and meaningful job opportunities within our community." ■

# RCD Components

**Maria Arcidy, vice president;  
Michael Arcidy, vice president;  
and Louis Arcidy, president**

